**IT Applications Unit 3, AOS 1, Online Communities**

Complete the following, from Chapter 2, Problem-solving Methodology, pgs, 60-80

**Problem-solving Methodology: 4 Stages**

**Analyse**

**Design**

**Development**

**Evaluate**

**Case Study:**

**Indigenous Language Trust, (ILT)**

Using the case study, ILT complete the following:

**Analysis of the problem**

This stage involves the following three steps:

1. **Determining the solution requirements**
2. What needs to be established?

the solution requirements

1. Howis the problem best defined?

a simple problem statement

1. The aim of problem analysis is to ensure that the problem is clear enough to effectively analyse it and efficiently solve it. Define these two terms, efficiency and effectiveness.

Efficiency, refers to time, cost & effort put into producing an information solution

Effectiveness, quality, relevancy, timeliness and clarity of information product

1. What type of organisation is the ILT?

It is a non for profit Indigenous community group aimed at preserving and developing indigenous language in Australia

1. In your own words, define the problem for ILT.

The way in which members share information was inefficient.

1. Identifying data and information needed for the solution, p 62;
   1. Need to identify where data is coming from for online community – inside or outside
   2. In the ILT case study what is the information needed for the solution?
2. Identifying the functions needed for the online community solution, p 63
   1. The functions needed for online communities can be separated into 2 distinct categories,
      * how the solution functions and
      * attributes of the solution. List the characteristics of each of these.
3. What are the functions of the ILT website solution?
4. **Identify the constraints on the solution, p 64**
   1. List the technical and non-technical constraints.

Technical:

cost of the solution

how secure the solution needs to be

* 1. What are the constraints on the ILT solution?

1. **Determine the scope of the solution, p 66**
   1. What needs to be considered in the scope of the solution?
   2. In the ILT case study list the benefits or the scope of the solution in terms of
      1. Efficiency and
      2. Effectiveness

Improved quality